



## CITY'S WEBSITES

*"Save time, go online"*

[www.honolulu.gov](http://www.honolulu.gov) - Portal to all City links and services;  
85 million hits last year

[www.honolulu.gov/mayor](http://www.honolulu.gov/mayor) - Mayor Hannemann

[www.honolulu.gov/cameras](http://www.honolulu.gov/cameras) - Traffic and other cameras

[www.honolulu.gov/parks/facility/hanaumabay/index.htm](http://www.honolulu.gov/parks/facility/hanaumabay/index.htm) -  
Hanauma Bay Nature Preserve info

[www.honolulu.gov/csd](http://www.honolulu.gov/csd) - Satellite City Hall information, Driver  
License Locations, Driver Licensing Information, Appointment  
for DL Road Test, Motor Vehicle Vanity Plates, Motor Vehicle  
Title Inquiry, Motor Vehicle Registration Renewal

[www.honolulu.gov/pur](http://www.honolulu.gov/pur) - BFS purchasing bids

[www.thebus.org](http://www.thebus.org) - TheBus information

[www.opala.org](http://www.opala.org) - Refuse and recycling

[www.honolulutransit.org](http://www.honolulutransit.org) - Transit information

[www.elderlyaffairs.com](http://www.elderlyaffairs.com) - Elderly Affairs Division-Department of  
Community Services

[www.honolulupropertytax.com](http://www.honolulupropertytax.com) - Real property assessment and  
tax billing information

[www.filmhonolulu.com](http://www.filmhonolulu.com) - Honolulu Film Office

[www.honoluludpp.org](http://www.honoluludpp.org) - Department of Planning and Permitting

[www.cleanwaterhonolulu.com](http://www.cleanwaterhonolulu.com) - Water pollution prevention

[www.honolulupd.org](http://www.honolulupd.org) - Honolulu Police Department

[www.honolulu.gov/hfd](http://www.honolulu.gov/hfd) - Honolulu Fire Department

[www.co.honolulu.hi.us/hr](http://www.co.honolulu.hi.us/hr) - Start a career as a City employee

[www.honolulu.gov/csd/budget/index1.htm](http://www.honolulu.gov/csd/budget/index1.htm)

To download the entire 2006 City Agency and Department Annual Reports

## FREQUENTLY CALLED NUMBERS

Abandoned vehicle..... 733-2530  
Blaisdell Center Box Office..... 591-2211  
Building permit..... 768-8220  
Building code compliance ..... 768-8128  
Bus route/schedule  
information..... 848-5555  
City Council..... 547-7000  
Complaint (about city  
government)..... 523-4381  
Department of Emergency Management,  
Oahu ..... 523-4121

### DEAD ANIMAL PICKUP

Halawa-Kapolei ..... 455-1725  
Honolulu..... 484-7621  
Kailua - Waimanalo..... 262-4346  
Laie - Kahuku..... 293-5657  
Kaneohe-Kahaluu..... 247-3553  
Wahiawa ..... 621-5241  
Waialua - Sunset Beach..... 637-4795  
Waianae-Leeward Coast..... 696-3421  
Dog license..... 532-7710

### DRIVER'S LICENSE

City Square Main Station..... 532-7730  
Commercial Driver  
License ..... 487-5534  
Pearl City ..... 453-2400  
Koolau ..... 239-6301  
Kapolei..... 692-5100  
Wahiawa ..... 621-7255  
Waianae ..... 696-6648

### Driver license renewals and duplicates only at the following Satellite City Halls

Fort Street Mall ..... 532-2500  
Hawaii Kai ..... 395-7180  
Windward Mall ..... 233-2303  
Graffiti Hotline ..... 527-5180  
Handi Van applications..... 768-8300  
Handi Van reservations ..... 456-5555  
Humane Society, Hawaiian ..... 946-2187

### INFORMATION

(City government) ..... 523-4385  
Motor vehicle registration ..... 532-4324  
Neighborhood Boards ..... 527-5749  
Parks (general information) ..... 692-5561  
Park permits..... 523-4525  
People's Open Markets ..... 522-7088  
Police information ..... 529-3352  
Property tax bill/payment..... 523-4856

### REFUSE COLLECTION, GREEN WASTE AND BULKY ITEM PICKUP

Aiea - Kapolei ..... 455-9644  
Hawaii Kai-Honolulu-  
Salt Lake ..... 832-7840  
Honokai Hale-Waianae-  
Makaha ..... 697-1178  
Kailua, Kaneohe,  
Waimanalo ..... 262-7298  
Kahaluu - Kahuku ..... 293-5657

Visit our website at [www.honolulu.gov](http://www.honolulu.gov)

Kunia, Mililani,  
Wahiawa ..... 621-5241  
Waialua, Haleiwa -  
Sunset Beach ..... 637-4795  
Roosters, crowing ..... Non-emergency 911

### SATELLITE CITY HALLS

Ala Moana Center..... 973-2600  
Pearlridge Center..... 483-3405  
Windward Mall ..... 235-4571  
Fort Street Mall ..... 532-2500  
Hawaii Kai  
(Tuesday-Saturday) ..... 395-7180  
Kailua ..... 261-8575  
Kalihi - Kapalama ..... 842-0653  
Kapolei ..... 692-5400  
Wahiawa ..... 621-0791  
Waianae ..... 696-6371  
Senior citizen information ..... 523-4545  
Sewer line problem ..... 768-7272  
Street light repair..... 564-6113  
Street sign repair ..... 484-7644  
Street tree trimming ..... 971-7151  
Street use permits..... 768-8387  
Towed vehicle ..... 529-3111  
Water service  
Customer service..... 748-5030  
Line break emergency..... 748-5010  
Billing..... 748-5020  
Zoning code enforcement..... 768-8159



# Mayor Mufi Hannemann's Midterm Report

Inside:

**Mayor's Midterm Report**

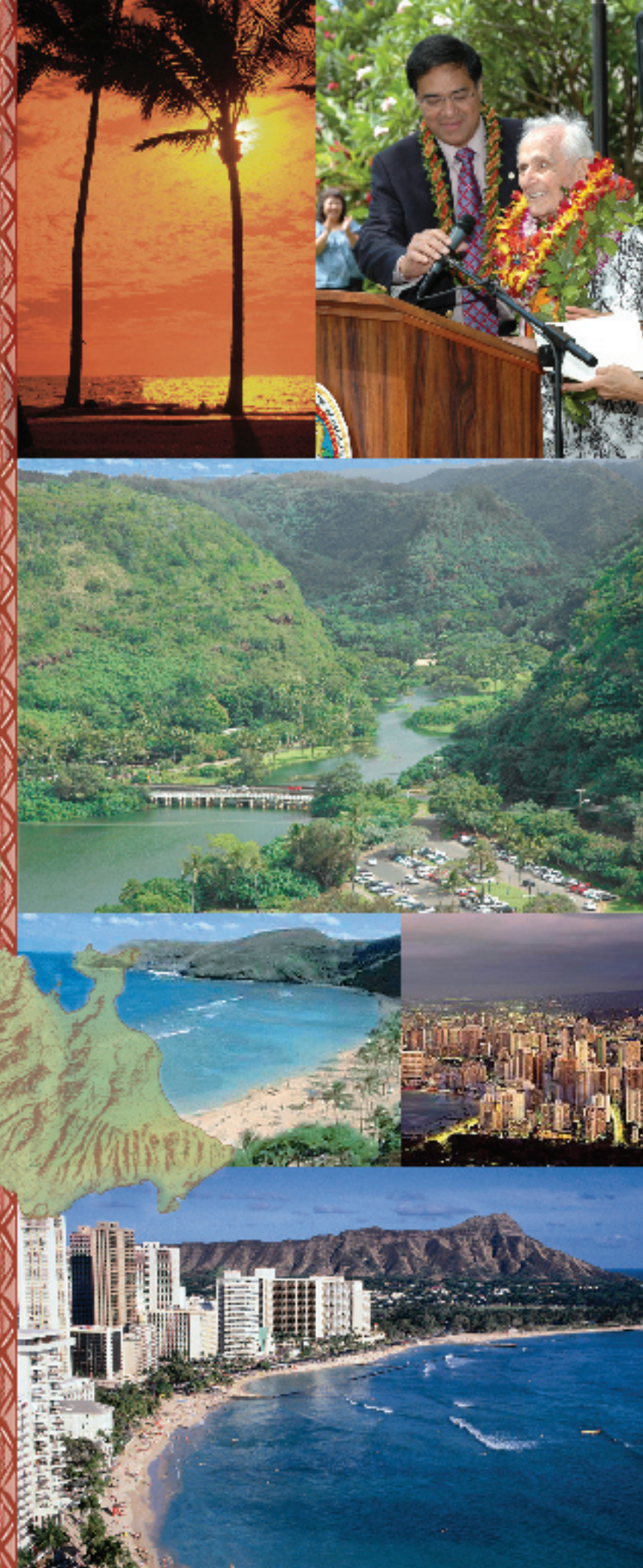
**City Agencies & Phone Numbers**

**Helpful City Websites**

**Hurricane Emergencies**

**Frequently Called Numbers**

Published by the  
Department of Customer Services  
City and County of Honolulu







## Midterm Message from Mayor Mufi Hannemann



I enter the second half of my term of office buoyed by the progress we have made in the first two years and devoted to do even better with the many challenges facing the City and County of Honolulu.

Public safety and health remain foremost on our list of priorities. Our first responders are first-rate: the Honolulu Police Department and Honolulu Fire Department, the Emergency Services Department and new Department of Emergency Management (formerly Oahu Civil Defense). We are helping them do a better job by providing improved facilities, new equipment and vehicles and better communications.

We have also taken many steps to improve the City's fiscal accountability, its management of taxpayers' dollars. A sign of our progress was last fall's upgrade of Honolulu's bond rating by Standard & Poor's, which could save us up to \$300,000 for every \$100 million we sell in bonds.

Two years ago, we took office with a promise to restore basic City services. I believe we have made great strides in that regard.

Nowhere was the neglect of our predecessors more apparent than our sewer system. The Waikiki sewage spill of March 2006 made that perfectly clear. We are now completing work on an emergency bypass that has already prevented another spill, and we're spending millions to catch up on what the EPA describes as "decades of neglect."

We don't like raising fees and taxes any more than you do, and believe me, we've heard your complaints. But we had no choice. That's why we can't sit still when unnecessary increases are forced upon us by bureaucrats on the continent, as appears imminent with our Honouliuli and Sand Island wastewater treatment plants.

We're not only about fixing things. We marked the 100<sup>th</sup> anniversary of the City and County of Honolulu with a year-long Honolulu Centennial Celebration, including a return of the magic to Magic Island in the form of the Honolulu Family Festival.

We are working on a rail transit system that is absolutely essential to Oahu's future, a system that's tied directly to our effort to develop a sustainable future for Honolulu under the concepts of the 21<sup>st</sup> Century Ahupua'a. Toward that end, we have taken steps to protect Waimea Valley and Pupukea-Paumalu on the North Shore from development, using the kind of public-private partnerships that have already become a hallmark of my administration.



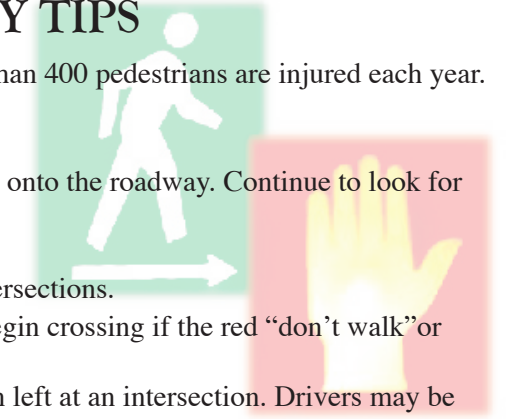
*Manu O Ku, the white tern  
is the City's official bird*

I took office two years ago hoping, intending to leave this a better place than we found it. We have already made huge strides in the right direction. Yet much remains to be done. We can succeed. We will succeed, with your help. For all of us who call Honolulu home, meeting our obligation to the common good cannot help but make this an even better place to live, work and raise our families.

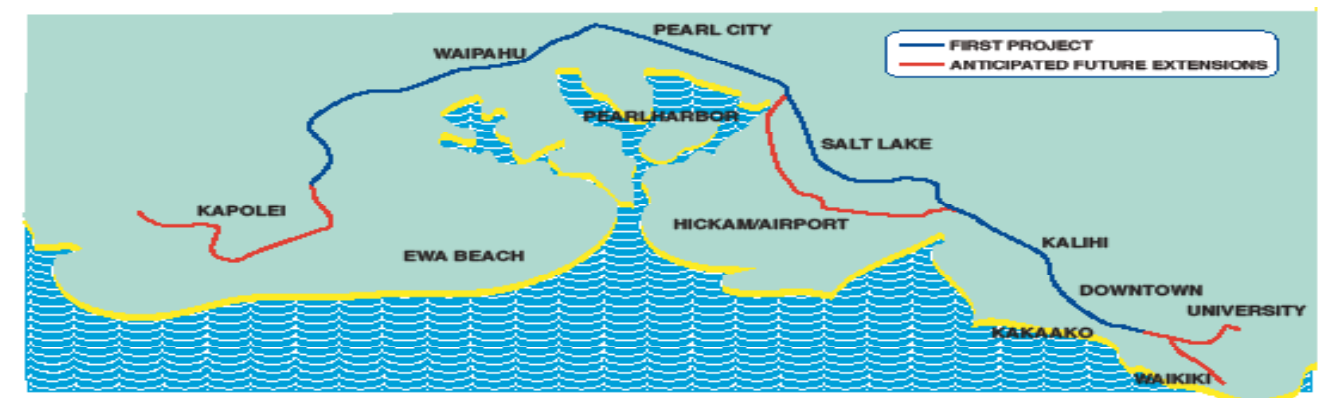
## PEDESTRIAN SAFETY TIPS

Twenty pedestrians were killed on Oahu's roads in 2006, and more than 400 pedestrians are injured each year. To help make the roads safer:

- Always cross within marked crosswalks or at street corners.
- Look left, right and left again for vehicular traffic before stepping onto the roadway. Continue to look for oncoming vehicles while crossing.
- Make eye contact with drivers to ensure that they see you.
- Obey all traffic signals and use the pedestrian signal button at intersections.
- Cross the street only when the green "walk" light is on. Do not begin crossing if the red "don't walk" or upraised hand is flashing or steady.
- Be especially careful of vehicles that may turn right on red or turn left at an intersection. Drivers may be busy looking out for other vehicles instead of pedestrians.



## TRANSIT TIMELINE: HONOLULU'S TRANSIT PROJECT



- January 2005: Mufi Hannemann becomes Honolulu's 12<sup>th</sup> mayor. Mass transit plans had stumbled and stalled since the 1970s, including a narrow defeat in 1992 at the hands of the City Council.
- February 2005: Hannemann proposes a rail mass transit system for Oahu at the same time the Legislature is considering authorizing the counties to levy a half-percent excise tax surcharge to fund county-specific transportation projects. Hannemann makes an 11<sup>th</sup> hour appeal to legislators and the governor to keep the proposal alive.
- August 2005: City Council approves Bill 40-05, which authorizes Honolulu to exercise the option to collect the transit tax surcharge. Hannemann signs it into law, and the City Department of Transportation Services and consultant Parsons Brinckerhoff begin work on an Alternatives Analysis for the Honolulu High-Capacity Transit Corridor.
- In the meantime, Mayor Hannemann and City transportation officials stump for the mass transit proposal, attending dozens of community meetings and making hundreds of presentations to groups across the island.
- October 2006: City Council receives report on alternatives analysis, which recommends rail transit as the most effective mode of transportation for the Kapolei-Manoa corridor.
- December 23, 2006: City Council approves Bill 79-05, which says Honolulu's "locally preferred alternative" is a fixed guideway from Kapolei to the University of Hawaii-Manoa with a spur to Waikiki.
- January 7, 2007: With happy community leaders on hand, Hannemann signs Bill 79 into law in ceremony at Kapolei Hale.
- February 27, 2007: City Council approves resolution 07-039, which designates a minimum operable segment, or first project, running from East Kapolei past Salt Lake to Ala Moana Center. This triggers preliminary engineering for the first project and an environmental impact statement for the entire locally preferred alternative, from Kapolei to UH-Manoa, including the airport and Waikiki. The work is expected to take a year.
- 2009: Hannemann's target for breaking ground on the transit project.



HURRICANE SEASON BEGINS ON JUNE 1

Hurricane season in Hawaii runs from June 1 to November 30. That’s generally when powerful storms can form over tropical waters. These storms can generate damaging surf and storm surge along coastlines, destructive winds (for hurricanes, sustained winds of 74 mph or more; for tropical storms, sustained winds of 39 to 73 mph), water spouts, tornadoes, heavy rain and flooding.

It is difficult to predict the behavior of hurricanes and tropical storms, so it is vital for individuals and businesses to have emergency plans in place and be ready to implement them on short notice.

For more information on hurricanes and other natural disasters that pose a threat to Hawaii, see the website for the City Department of Emergency Management (formerly the Oahu Civil Defense Agency) at [www.honolulu.gov/ocda](http://www.honolulu.gov/ocda). Your preparations should include having a survival kit with:

- ☐ Portable radio
- ☐ Flashlights
- ☐ Extra batteries
- ☐ First aid kit
- ☐ Non-perishable food (for five days)
- ☐ Non-electric can opener
- ☐ Containers of water
- ☐ Sleeping bags/blankets/air mattresses
- ☐ Special medications/diets
- ☐ Change of clothes
- ☐ Personal hygiene/sanitary supplies
- ☐ Toilet articles/diapers

CITY AND COUNTY PHONE NUMBERS

Mayor Mufi Hannemann .....	523-4141
Managing Director Wayne Hashiro .....	523-4331
Department of Budget and Fiscal Services .....	523-4617
Director Mary Pat Waterhouse	
Department of Customer Services .....	523-4834
Director Jeff Coelho	
Department of Community Services .....	768-7762
Director Debbie Morikawa	
Department of Corporation Counsel .....	523-4859
Corporation Counsel Carrie Okinaga	
Department of Design and Construction .....	768-8482
Director Eugene Lee	
Department of Planning and Permitting.....	768-8000
Director Henry Eng	
Environmental Services Department .....	692-5159
Director Eric Takamura, Ph.D.	
Department of Enterprise Services .....	527-5400
Director Sid Quintal	
Department of Emergency Management .....	523-4121
Acting Director Peter Hirai	
Department of Emergency Services .....	723-7800
Director Libby Char, Ph.D.	
Department of Parks and Recreation .....	692-5561
Director Lester Chang	
Department of Transportation Services.....	768-8305
Director Melvin Kaku	
Honolulu Police Department .....	529-3111
Chief Boisse Correa	
Honolulu Fire Department .....	723-7101
Chief Kenneth Silva	
Royal Hawaiian Band .....	922-5331
Bandmaster Michael Nakasone	

CITY COUNCIL PHONE NUMBERS

Council Chair Barbara Marshall.....	547-7003
District 3	
Councilman Todd Apo .....	547-7001
District 1	
Councilman Donovan Dela Cruz .....	547-7002
District 2	
Councilman Charles Djou.....	547-7004
District 4	
Councilwoman Ann Kobayashi.....	547-7005
District 5	
Councilman Rod Tam .....	547-7006
District 6	
Councilman Romy Cachola .....	547-7007
District 7	
Councilman Gary Okino .....	547-7008
District 8	
Councilman Nestor Garcia .....	547-7009
District 9	

The City’s Elderly Affairs Division is the office to call if you are a senior or a caregiver and have a question or concern. The Senior Hotline staff can be reached at 523-4545.

HANNEMANN ADMINISTRATION ACHIEVEMENTS

Here are some of the many actions we have taken since we took office on January 2, 2005:

FISCAL ACCOUNTABILITY

- Earned upgrade in the City’s Standard & Poor’s bond rating from AA-minus to AA
- Received “clean” audit report from independent auditors and earned designation of the City as a “low risk auditee” for the first time in 10 years
- Negotiated a new towing contract for abandoned vehicles that saves the City \$850,000 a year
- Halted direct City sponsorship of Sunset on the Beach, and secured private corporate partners to continue the popular event
- Converted the City’s diesel vehicles to biofuels, saving \$342,000 a year
- Made air-conditioning and lighting improvements at the Fasi Municipal Building and police headquarters that will save \$500,000 in electricity
- Reorganized Kuhio beach surfboard locker rentals to triple the revenue to the City
- Saved \$600,000 by eliminating escrow inefficiencies in a bond issue
- Cut the visioning team program, which once drew \$39 million annually from the City budget
- Cut 18 long-pending construction projects valued at \$12.4 million and canceled 66 consultant contracts worth \$6.9 million
- Canceled \$3.1 million in old purchase orders
- Saved \$2 million in workers compensation costs with improved safety programs and employees returning to work
- Convened Mayor’s Review of City finances by a panel of business and community leaders to identify opportunities for saving taxpayer dollars
- Initiated sale of Kulana Nani Housing in Kaneohe, as the first step toward shedding housing projects the City can no longer manage or own
- Drew Chinatown organizations together for the City’s Month in Chinatown, reducing City costs and staff time for cleanup and security
- Raised rents at the Blaisdell Center to cover



more costs, and sought revenue opportunities such as multimillion-dollar production of “The Lion King”

PUBLIC SAFETY

- Worked with wireless service providers to establish islandwide Enhanced 911 (E911) service, which allows emergency dispatchers to pinpoint the location of any wireless phone call on Oahu
- Built the new police burglary/theft office at Fort Ruger, giving HPD a permanent, visible presence in East Honolulu
- Replaced the cramped Emergency Medical Services communications center with a state-of-the-art facility for ambulance dispatchers
- Established two fulltime ambulance stations, at Young Street and Makakilo, and two part-time ones, at Kaaawa and Nanakuli
- Opened the Honolulu Fire Department’s new headquarters at South and Queen streets
- Obtained 5.1 acres of land from the Navy for the Honolulu Fire Department training center
- Repaired and renovated nine fire stations, with similar work scheduled for a dozen more
- Morphed the Oahu Civil Defense Agency into the new Department of Emergency Management and overhauled obsolete Emergency Operations Plan
- Began planning a joint traffic management and emergency operations center at Alapai
- Assessed the condition of all 24 of the City’s telecommunication towers and began work on the first two replacements
- Partnered with businesses to obtain a new all-terrain vehicle and use of a watercraft for duty with lifeguards of the Ocean Safety Division
- \$10 million expansion of police crime laboratory





# Making Progress . . .

## SEWERS

- Opposing the EPA on unnecessary requirements for the Honouliuli and Sand Island wastewater treatment plants that could drive average sewer fees to \$300 a month
- Negotiated a \$300 million settlement with EPA and the state to assess six critical force mains and provide backups for three of them – Beachwalk, Ala Moana No. 3 and Kaneohe-Kailua – over 11 years



- Began Waikiki emergency wastewater bypass, which has prevented

at least one recurrence of the March 2006 Ala Wai sewage spill

- Completed Kalaheo sewer reconstruction project in Kailua after eight years; beginning another \$60 million-plus in Kailua sewer work this year
- Finishing emergency replacement of Niu Valley force main that ruptured three times in February '05

- Budgeted \$600 million in sewer improvements and began rebuilding more than 150 miles of sewer mains, compared to 16 miles in the prior 10 years

- Began new sewer projects on Kapiolani Boulevard, Kaneohe and Kuliouou

- Acquired Laie wastewater system



## SOLID WASTE/RECYCLING

- Made scheduled bulky item curbside pickup service available islandwide
- Instituted “greencycling” – automated curbside pickup of green waste for the 50,000 homes with blue bins that were sitting idle for more than a year

- Began a pilot project to divert metal at the Waimanalo Gulch Sanitary Landfill

- Teamed up with Nike on the Reuse-a-Shoe annual campaign, which recycles old athletic shoes



- Launched the popular “Discover Recycling Fair”
- Began a series of community meetings to gather public input for an islandwide curbside recycling program for cans, bottles and paper

## ‘ĀINA

- Parlayed the City’s \$5 million and partnered with the Army, the Office of Hawaiian Affairs and others to purchase all of Waimea Valley for \$14 million to protect it from development



- Committed \$1 million to the Trust for Public Land’s acquisition of 1,129 acres in Pupukeya-Paumalu that was once slated for development

- Settled 17-year dispute with the state over maintaining Kawai Nui Marsh

- Named manu o ku, the white tern, the official bird of the City and County of Honolulu

- Embraced the 21<sup>st</sup> Century Ahupua‘a concept for building a sustainable future for Oahu

- Converted the mayor’s City vehicle to a hybrid Highlander

## ECONOMIC DEVELOPMENT

- Personally convinced members of the federal Bases Realignment and Closure Commission to keep Pearl Harbor Naval Shipyard, saving 4,000 jobs

- Inaugurated \$2 million community benefits package for Waianae, half of which the community decided to spend on parks

- Led effort to revitalize Chinatown by obtaining a \$400,000 Ford Foundation grant and holding successful Chinatown Summit that yielded concrete steps such as free Wi-Fi service

- Kicked off a similar effort for historic Kalihi with the Kalihi Economic Summit

- Held first NFL Pro Bowl block party in Waikiki

- Partnered with the Building Industry Association to build a construction industry training center

- Attracted the 2008 AYSO National Games and the USYS Far West Regional soccer tournament to Waipio

- Lured this year’s Nike Island Classic national basketball tournament for club and high school girls



## TRANSPORTATION



- Put Honolulu back on track to develop a modern rail system that can meet Oahu’s future needs

- Began work on an islandwide bicycle master plan
- Acquired 40 new hybrid buses and 20 handi-vans
- Began work on transit centers in Mililani, Waianae, Kalihi and Wahiawa

- Started work on a commuter ferry to connect Kalaeloa and Downtown Honolulu

- Convinced the Honolulu Triathlon to take a new route toward the airport, avoiding East Honolulu

## ROADS

- Filled more than 140,000 potholes

- Focused efforts to improve pedestrian safety with HPD and cabinet-level group that produced two pilot projects and a plan to install countdown signals at all City intersections



- Reconstructed or repaved King Street in Moiliili, Piikoi, Waimano Home Road and streets in Aina Haina, Kailua, Waipahu, Mililani and elsewhere

- Renovated Anahulu Bridge in Haleiwa

- Began Beretania Street reconstruction

- Removed pesky median on Lunalilo Home Road

## PARKS

- Cleaned up Ala Moana Regional Park



- Led community cleanup of Pokai Bay Beach and other Waianae Coast parks
- Cleared and cleaned Maili and Nanakuli Beach parks

- Teaming up with Lani-Kailua Outdoor Circle to replace dead wiliwili trees on Mokapu Boulevard

- Worked with the Outdoor Circle to reduce the number of trees in Waikiki to a sensible level by replanting more than 70 elsewhere

# . . . In Our City, Our Home

- Rejuvenated Hans L’Orange Park in Waipahu and helped to lure Hawaii Winter Baseball back
- Opened Veterans’ Memorial Aquatic Center at Central Oahu Regional Park

## CUSTOMER CONVENIENCE

- Created Department of Planning and Permitting HonLine system for certain building permits

- Set up a system of on-line reservations for driver license road tests

- Provide online voting option for Neighborhood Board elections for the first time

- Extended hours for satellite city halls in malls

- Adopted new format for driver licenses

- Devised new system of gift cards for greens fees at municipal courses

## PUBLIC FACILITIES

- Created Koolau Driver Licensing Center in Ahuimanu for \$140,000 less than budgeted

- Renovated Pearlridge Satellite City Hall

- Began replacing aging Blaisdell Arena air-conditioning system and risers

- Used public-private partnerships to develop Honolulu Zoo’s orangutan habitat, veterinary clinic and Keiki Zoo

- Dedicated the municipal building and the Civic Center to honor former mayor Frank F. Fasi

## NEW TRADITIONS

- Expanded Honolulu City Lights to Kapolei and Kaneohe

- Held inaugural Mayor’s 9/11 Remembrance Walk to honor the victims of the 2001 terrorist attacks on America and Hawaii’s first responders

- Brought the fun back to Magic Island in the form of the annual Honolulu Family Festival

- Recorded the first Christmas compilation by the Royal Hawaiian Band

